

## BROWSER SETTINGS- TROUBLESHOOTING GUIDE



[Internet Explorer](#)



[Firefox](#)



[Safari](#)

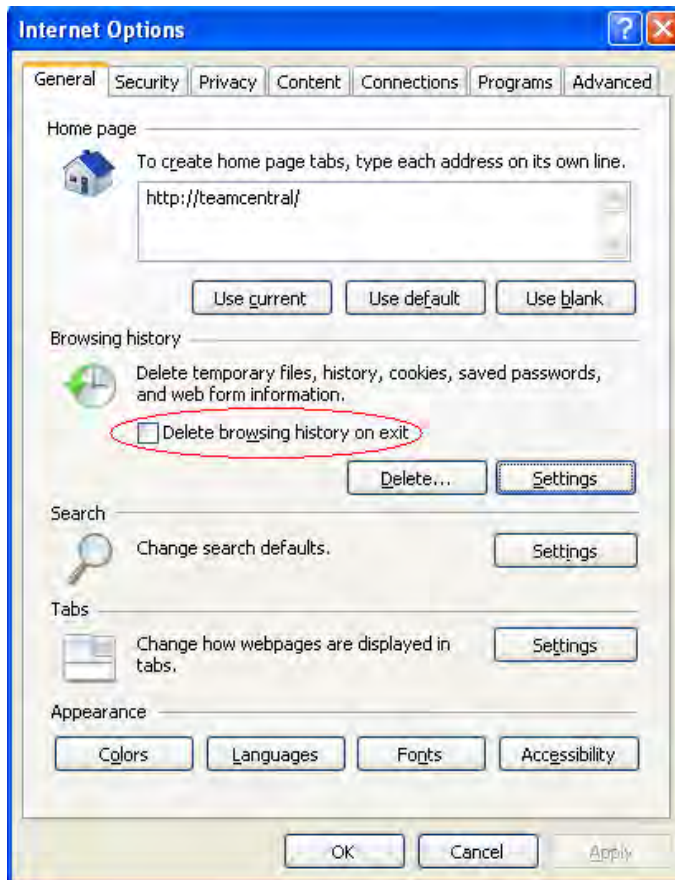


[Google Chrome](#)

# INTERNET EXPLORER

IE- Tools>Internet Options

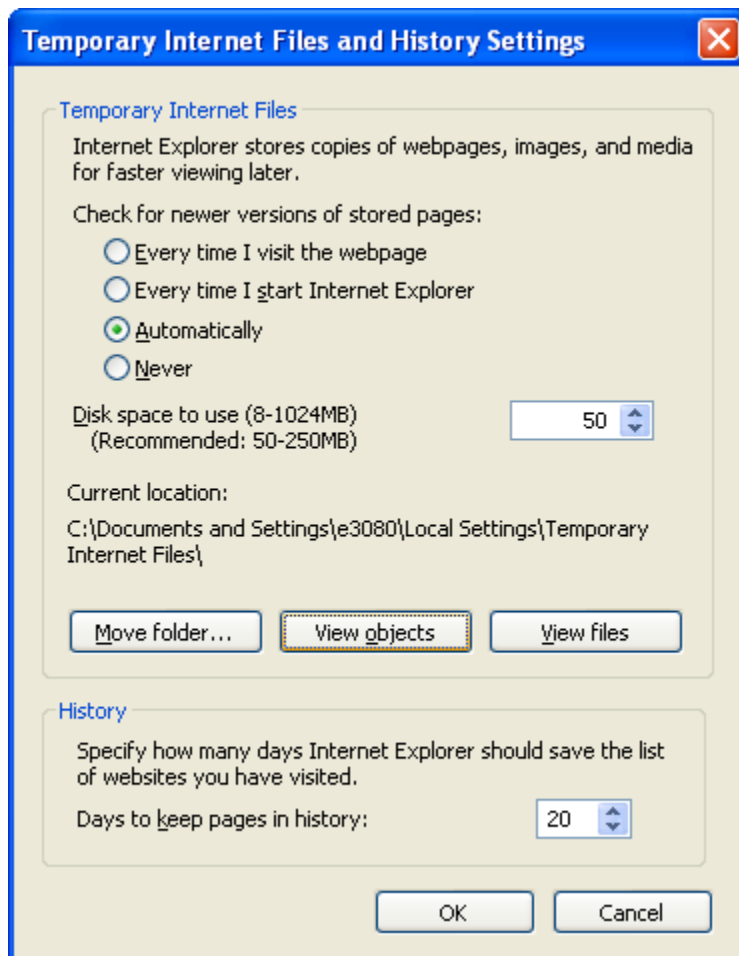
## GENERAL TAB



\*Delete Browsing History on Exit should **NOT** be checked.

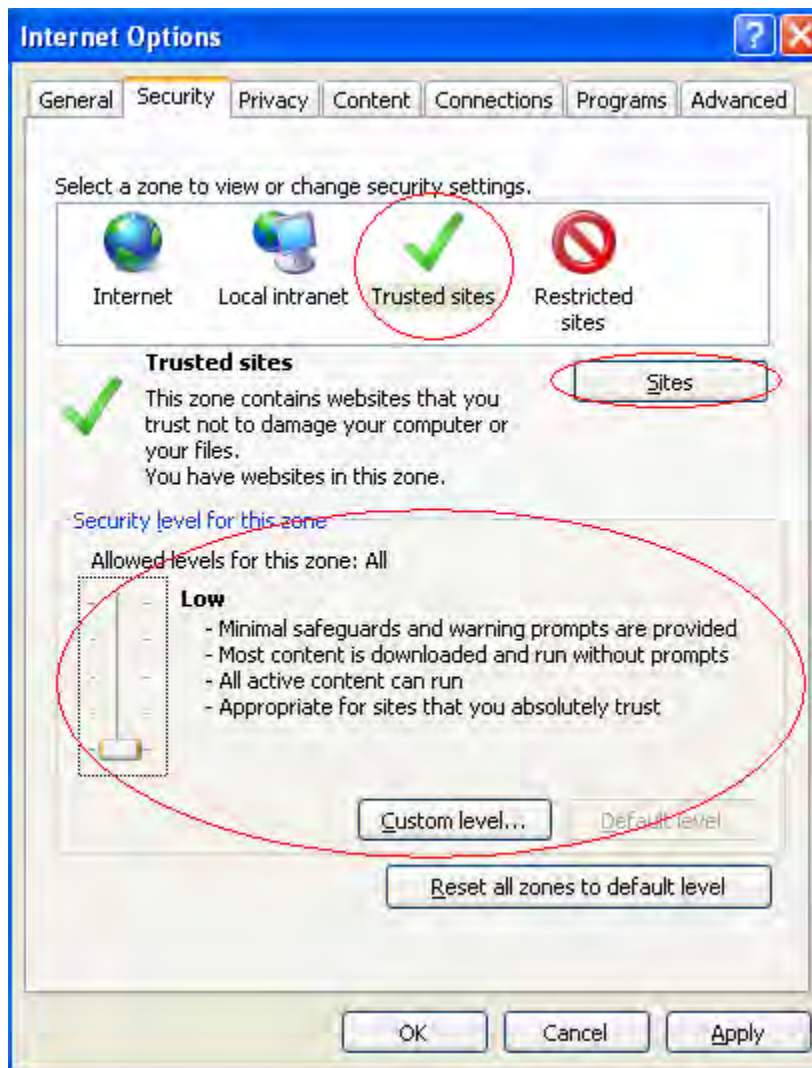
*Click Settings under Browsing History section*

Settings under Browsing History section



Verify it is set to **automatically** check for new versions of stored pages.

## SECURITY TAB: TRUSTED SITES



- Select **Trusted Sites**
- Click **Sites** and Add the domain to Trusted Sites.
- The Default Security Level for Trusted sites should be set to **Low**

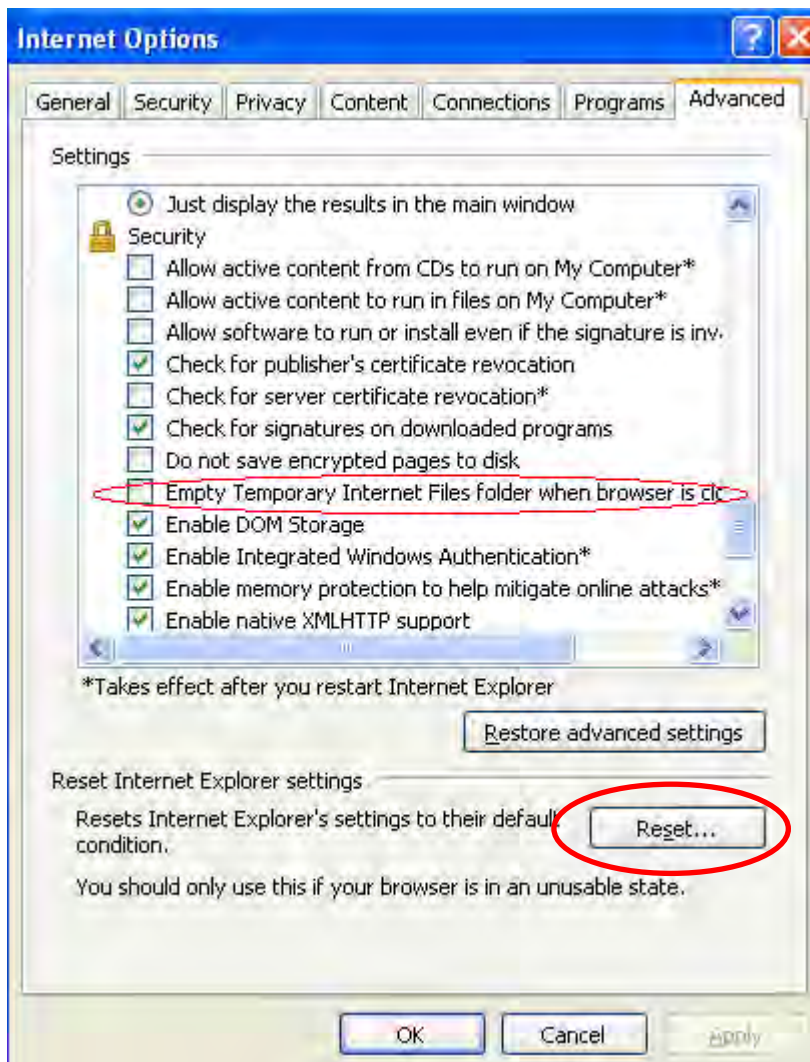
## PRIVACY TAB: COOKIE HANDLING

Under the **Privacy Tab**, Select **Advanced**



- Check Override automatic cookie handling
- Accept First-party Cookies
- Accept Third-party Cookies
- Check Always allow session cookies

## ADVANCED TAB:

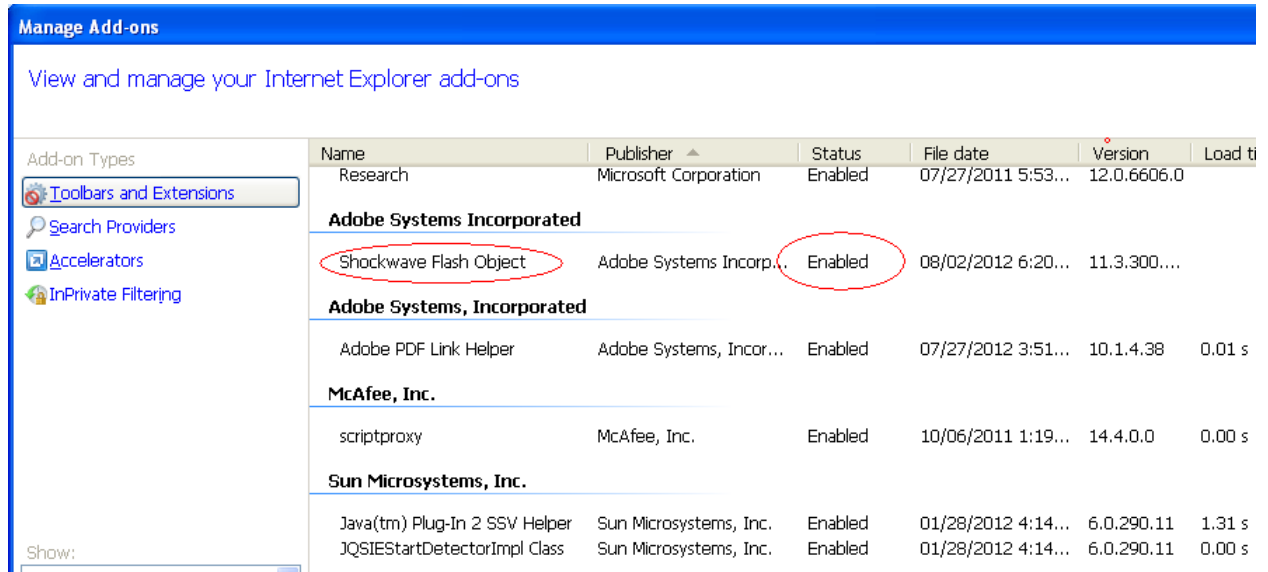


Under Security Section, “Empty Temporary Internet Files folder when browser is closed” should be Unchecked.

\*Note- If all browser troubleshooting has been done but you are still experiencing issues, it may be necessary to “Reset” Internet Explorer to default condition.

## MANAGE ADD-ONS

IE> Tools> Manage Add-ons



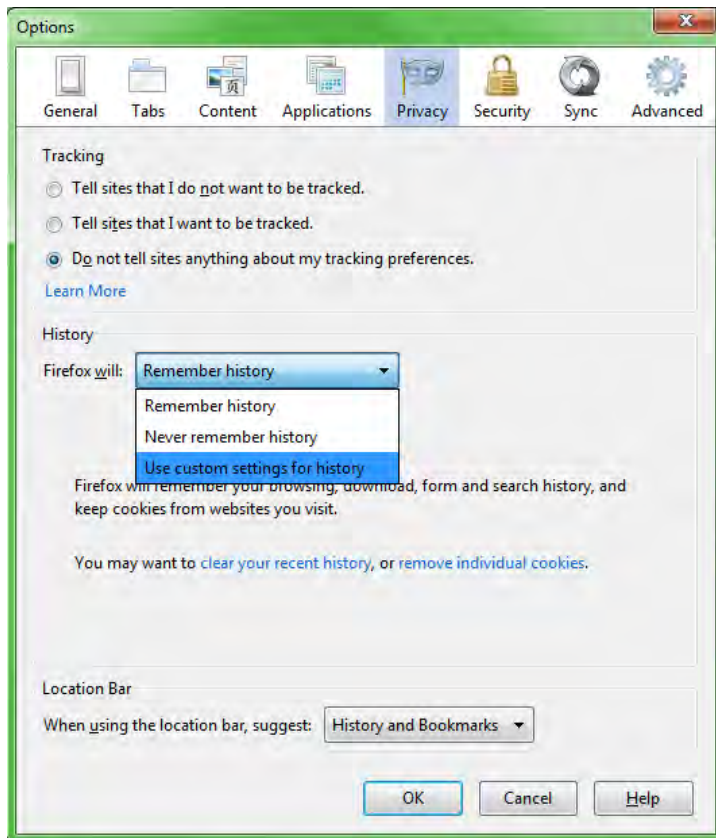
| Add-on Types            | Name                               | Publisher               | Status  | File date          | Version     | Load ti |
|-------------------------|------------------------------------|-------------------------|---------|--------------------|-------------|---------|
| Toolbars and Extensions | Research                           | Microsoft Corporation   | Enabled | 07/27/2011 5:53... | 12.0.6606.0 |         |
| Search Providers        | <b>Adobe Systems Incorporated</b>  |                         |         |                    |             |         |
| Accelerators            | Shockwave Flash Object             | Adobe Systems Incorp... | Enabled | 08/02/2012 6:20... | 11.3.300... |         |
| InPrivate Filtering     | <b>Adobe Systems, Incorporated</b> |                         |         |                    |             |         |
|                         | Adobe PDF Link Helper              | Adobe Systems, Incor... | Enabled | 07/27/2012 3:51... | 10.1.4.38   | 0.01 s  |
|                         | <b>McAfee, Inc.</b>                |                         |         |                    |             |         |
|                         | scriptproxy                        | McAfee, Inc.            | Enabled | 10/06/2011 1:19... | 14.4.0.0    | 0.00 s  |
|                         | <b>Sun Microsystems, Inc.</b>      |                         |         |                    |             |         |
|                         | Java(tm) Plug-In 2 SSV Helper      | Sun Microsystems, Inc.  | Enabled | 01/28/2012 4:14... | 6.0.290.11  | 1.31 s  |
|                         | JQSIEStartDetectorImpl Class       | Sun Microsystems, Inc.  | Enabled | 01/28/2012 4:14... | 6.0.290.11  | 0.00 s  |

\*Adobe Shockwave Flash Object must be Enabled.

# FIREFOX

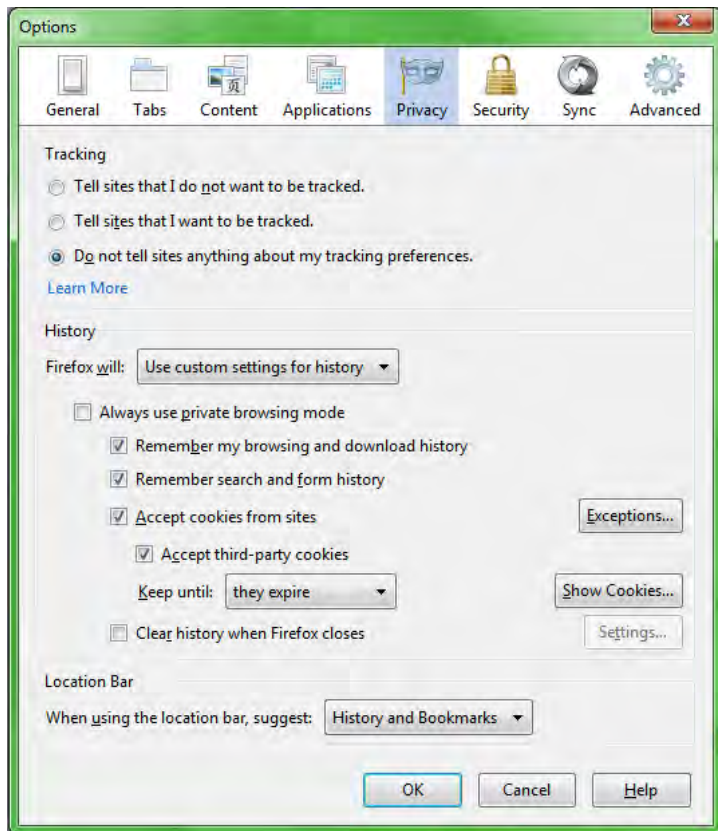
Firefox > Tools > Options

## PRIVACY TAB: TRUSTED SITES, COOKIE HANDLING



Click “**History Firefox will:**” drop down and select “**Use Custom Settings for History**”

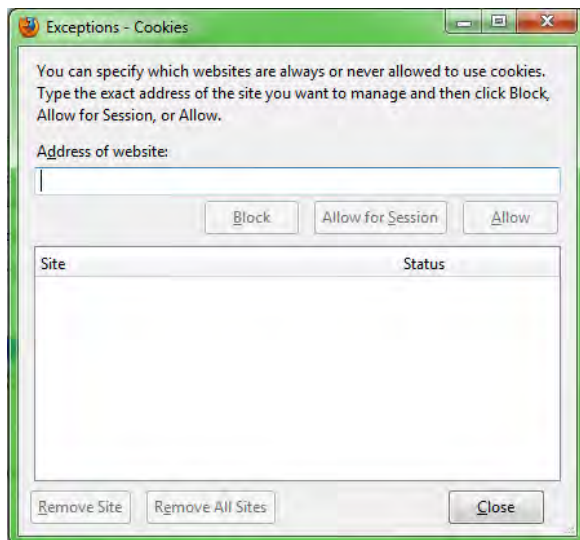




Make sure “**Clear history when Firefox closes**” is unchecked.

\*Refer to screenshot for the rest of the Check Mark settings.

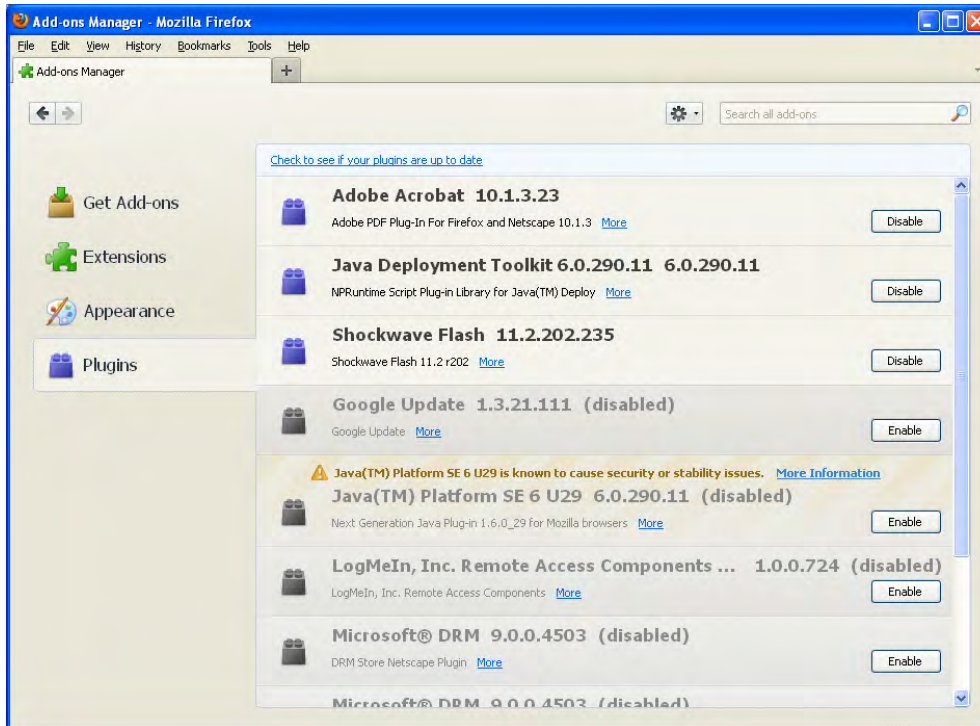
Click “**Exceptions**”



Add Website domains here to **Allow**, (This is similar to adding website as a “Trusted Site” in IE)

## FIREFOX PLUGINS:

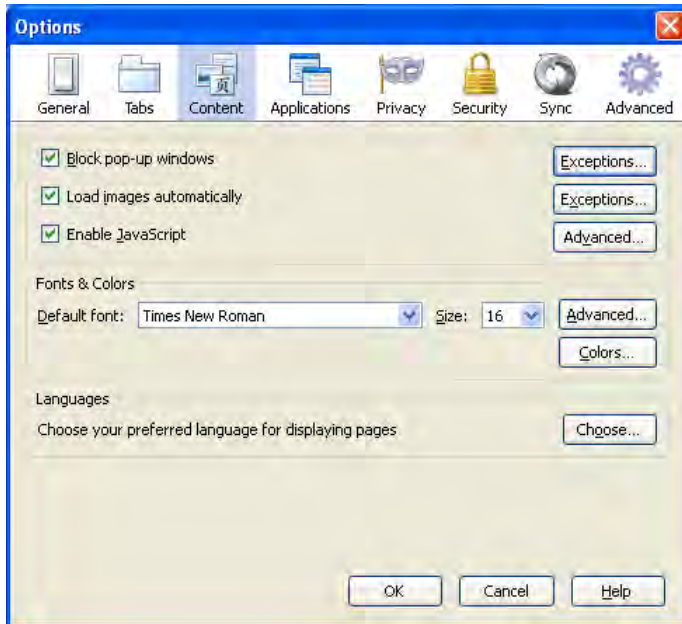
Click Tools>Add-Ons OR Firefox Menu> Add-Ons (depends on version of Firefox)



-Make sure Java, Adobe, and Shockwave Flash are all enabled.

## CONTENT TAB: ENABLE JAVA AND MANAGE POP-UPS

Tools>Options>Content Tab



-Make sure **Enable JavaScript** is checked.

-Check **Exceptions** for “Block pop-up Windows” and Add website domain to **Allow** pop-ups

# SAFARI

## RESETTING SAFARI

-Start Fresh

Please follow the instructions below to reset Safari:

1. Open your Safari web browser by clicking on the Safari icon in the dock.
2. Click on Safari in your Safari menu, located at the top of your screen.
3. A drop-down menu will now appear. Choose the option labeled "Reset Safari..."
4. A warning dialog will now appear detailing the items that will be removed.
5. Click the button on the dialog labeled Reset to complete the process.

Your Safari browser will now restart automatically. Continue on to set up Safari →

## SAFARI: ADDING A TOP (TRUSTED) SITE

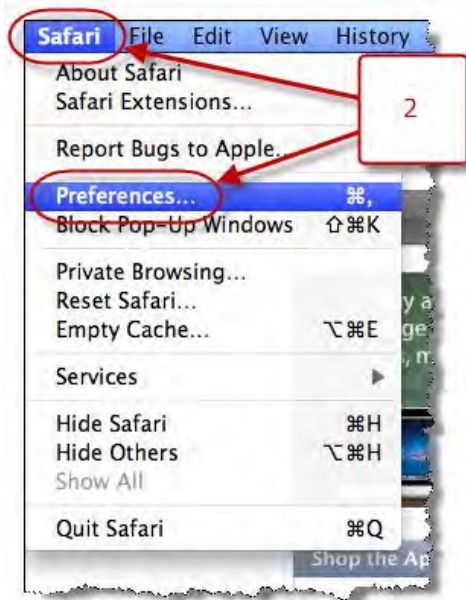
In order to add a Top Site to Safari, which will allow open communication between your computer and a web site, please follow the steps below:

1. Open Safari.
2. Navigate to the web site that you would like to add as a Top Site.
3. Click Bookmarks.
4. Select Add Bookmark...
5. Choose *Top Sites*.
6. Click Add.

## SAFARI: ENABLE PLUG-INS

1. Open Safari
2. Open the Preferences menu

*In Mac OS X:* Click Safari > Preferences



*In Windows:* Click Edit or Settings (  ) > Preferences

3. In the window that opens, click Security

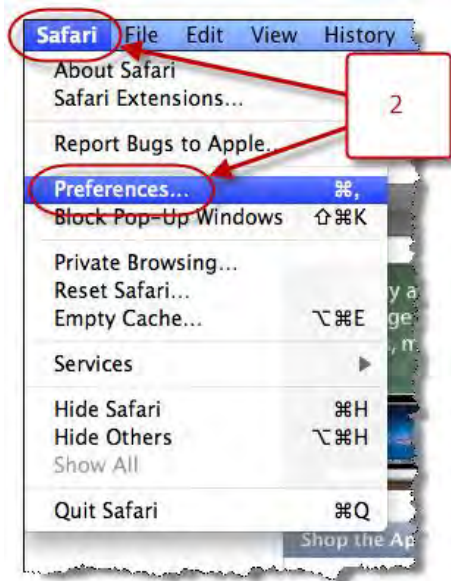


4. Place a check in the box beside Enable plug-ins
5. Close the Security window

## SAFARI: ACCEPTING COOKIES

1. Open Safari
2. Open the Preferences menu

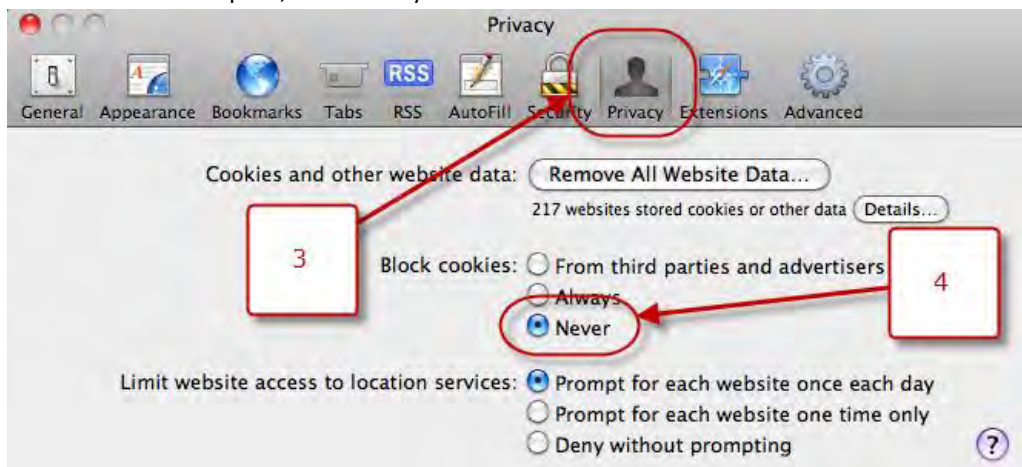
*In Mac OS X:* Click Safari > Preferences



*In Windows:* Click Edit or Settings (⚙) > Preferences

### IN SAFARI 5.1 OR LATER:

3. In the window that opens, click Privacy

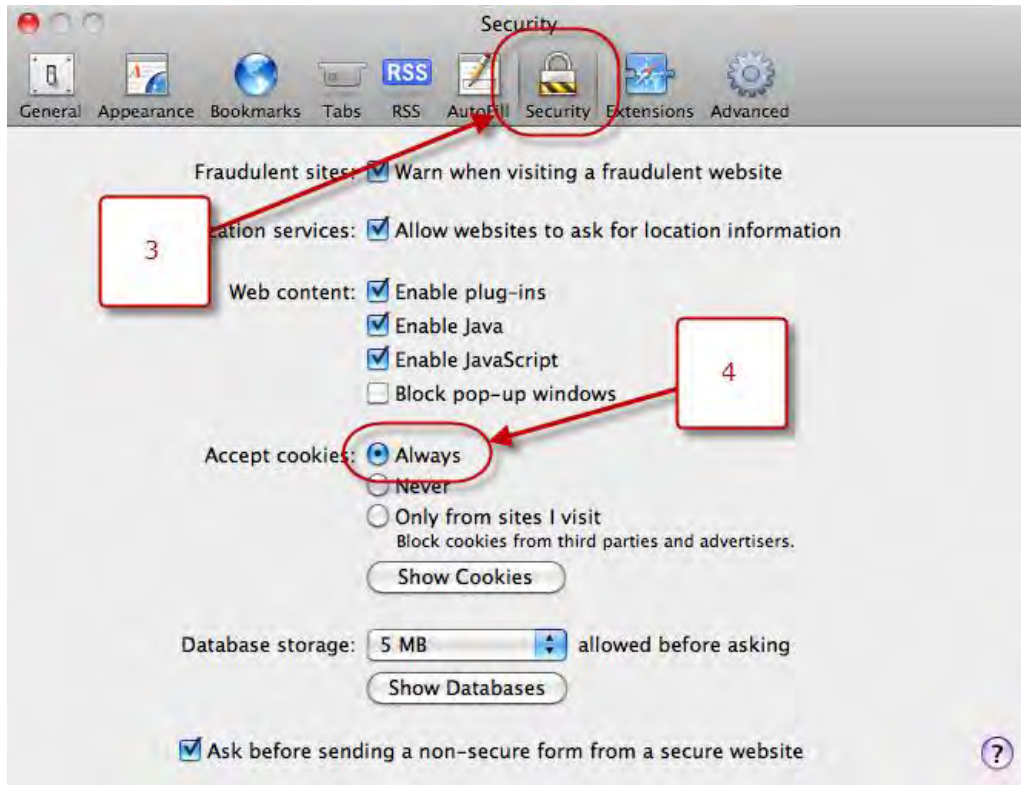


4. Look for the Block cookies heading and select Never
5. Close the Privacy window



IN SAFARI 5.0 OR EARLIER:

3. In the window that opens, click Security

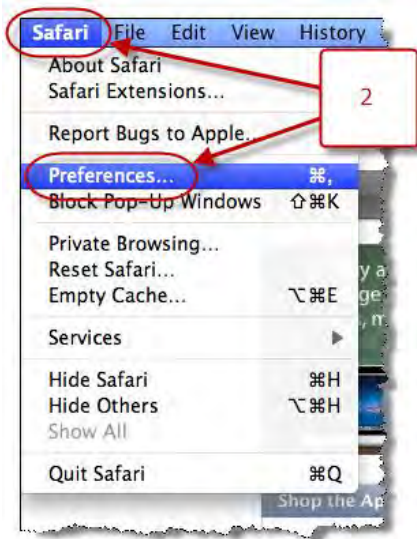


4. Look for the Accept cookies heading and select Always
5. Close the Security window

## SAFARI: POP-UP BLOCKERS

1. Open Safari
2. Open the Preferences menu

*In Mac OS X:* Click Safari > Preferences



*In Windows:* Click Edit or Settings (  ) > Preferences

3. In the window that opens, click Security



4. Be sure no check appears in the box beside Block pop-up windows
5. Close the Security window



# GOOGLE CHROME

Type "chrome://settings" in the address bar or



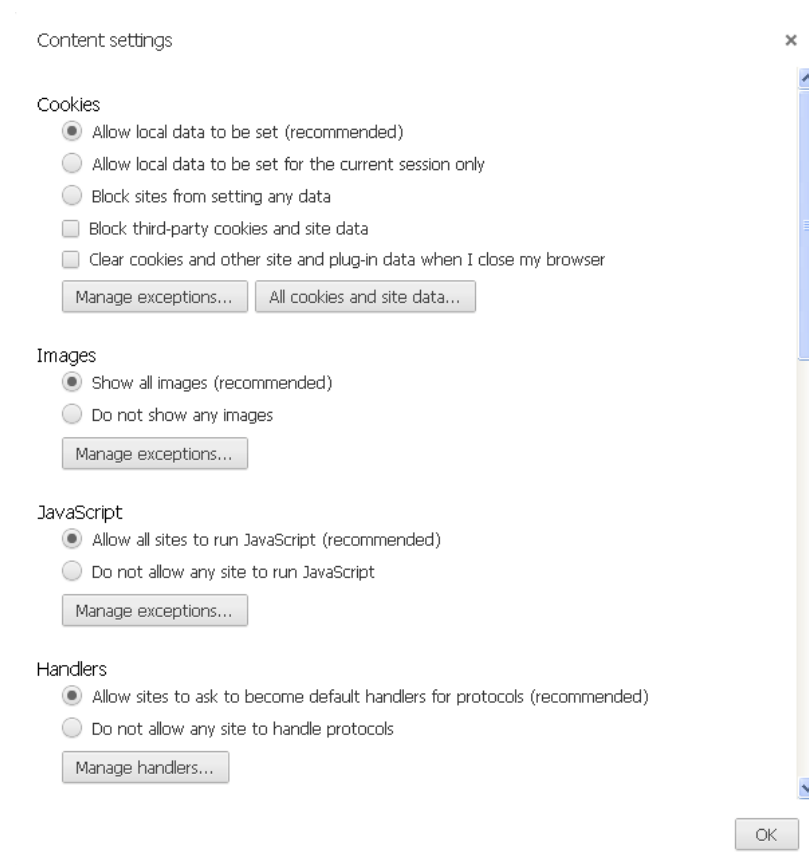
Click icon in top right hand of screen or depending on version.

Go to Settings> Show Advanced Settings>

## CONTENT SETTINGS:

Under Privacy Section> Click Content Settings

\*Follow Screen shots for correct settings



**Cookies:** Click **Manage Exceptions** and Add Web Domain to Allow (This is similar to adding to Trusted sites in IE)

### Plug-ins

- Run automatically (recommended)
- Click to play
- Block all

Manage exceptions...

[Disable individual plug-ins...](#)

### Pop-ups

- Allow all sites to show pop-ups
- Do not allow any site to show pop-ups (recommended)

Manage exceptions...

**-Manage Exceptions for Pop-ups to allow for site.**

## CLEAR HISTORY AND COOKIES

### Privacy

Content settings...

Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Predict network actions to improve page load performance
- Enable phishing and malware protection
- Automatically send usage statistics and crash reports to Google

**-Click Clear Browsing Data>**

Clear browsing data

×

Obliterate the following items from:

- Clear browsing history
- Clear download history
- Delete cookies and other site and plug-in data
- Empty the cache
- Clear saved passwords
- Clear saved Autofill form data
- Clear data from hosted apps
- Deauthorize content licenses

[Learn more](#)

Clear browsing data

Cancel

**-Use drop down to determine how far back to clear.**

## MANAGE PLUGINS:

Type "Chrome:Plugins" in the address bar



-Click Disable on Chrome PDF Viewer (this PDF viewer may interfere with some Ecorp/Ecom statements)

### Chrome PDF Viewer

Name: Chrome PDF Viewer

Version:

Location: C:\Documents and Settings\e3080\Local Settings\Application Data\Google\Chrome\Application\19.0.1084.56\pdf.dll

Type: PPAPI (in-process)

[Disable](#)

| MIME types: | MIME type                                     | Description              | File extensions |
|-------------|---|--------------------------|-----------------|
|             | application/pdf                               | Portable Document Format | .pdf            |
|             | application/x-google-chrome-print-preview-pdf | Portable Document Format | .pdf            |

[Disable](#)

Always allowed

-Make sure the following Plugins are Enabled:

- Java
- Adobe Acrobat
- Shockwave Flash